GROUP PROCESSING

AND REPORTS

Group Processing

Group Master Screen
A group master is the central record for an entire group. It is used to monitor all charges to be paid by the group. Information from the group master record is automatically copied to each group member's reservation.
1. From the Main Menu, select Group Processing Menu
2. Select Group Master

```
Yr 2000 Hotel-US-472          GROUP MASTER          Date: 10-FEB-2000 THU
Blanca Quintanilla                                  Time: 10:35 AM

  Group   TRAIN National Training Association  Arrival 03-10-2000 Time 15:00
  Status  TEN    Tentative           Hotel 472 Depart  03-15-2000 Time 13:00
  Master                                       Cutoff  03-10-2000 Time 15:00
  Sales   JD     John Dou  Directo Nbr         Group Number           794

         Days   Rate Schedules            Golf Only                  N
                                          Overbook                   N
  Group Stay         GROUPBQ Blanca's Group    Rate Suppress         N
  Early Arrival    3 RACK2   Rack2  - Spring   Checkin   03-10-2000
  Extended Stay    2 RACK2   Rack2  - Spring   Checkout  03-10-2000

    * Group Address        Remarks/Comments      Commercial Firm
    * Group Settlement     Alternate Names       Group Commitments
    * Delegate Settlement  Contact               Block Golf
      Deposit Request      Contact History       Cancellation
    * Marketing            Trace Dates           Change Log
      Miscellaneous        Billing Pattern
      Special Services     Travel Agent
```

- **Group:** This is the group code. The agent creating the group should select the codes to recognize the group. Special characters such as "/", "?", "," are not allowed. Numbers are allowed, however, the first character of the group code must be a letter.
  Note: If the hotel is a Starwood Property the following is the suggested procedures for creating the group codes: The maximum number of characters is six the first and second characters represent the group name. The third character represents an arrival month using alpha characters (A=Jan, B=Feb). The fourth and fifth characters represent an arrival day using two digits. The sixth character is a variable to distinguish sub-groups (A, B, C... use Z to represent catering bookings).
- **Arrival:** Date of arrival of the group. It is recommended to make the arrival date two to three days before the delegate's arrival to allow for early arrivals with billing patterns and commitments. Dates cannot be changed once the group master has been saved.
- **Time:** The field is used to indicate the groups' arrival time. It is not a required field.
- **Departure:** The group's departure date, entered by using correct date format or by typing in the number of nights.
- **Time:** The field is used to indicate the group's departure time. It is not a required field.
- **Cutoff Date:** The cutoff date automatically appears once the arrival date has been entered. If the hotel carefully controls the allotments, a cutoff date earlier than the arrival date can be selected. For example, if the arrival date is 11/23, the cutoff date could be typed as 11/10. The cutoff date is used to release rooms to inventory by running the 'Cutoff Clear Report'.
- **Master:** An individual group can be set up to have a group master, for tracking purposes only. For example the master group could be ABZ of America, where the different groups attached to this master could be ABZ of California and ABZ of New York.
- **Sales:** Each group can be linked to a sales person. This is the person responsible for the booking.
- **Number:** This number is used for properties that have the Delphi interface.

- **Group Number:** This field is automatically mapped in by the system and it is used for complexed hotels.
- **Status:** There are two group statuses:
  - **Tentative** - Provisional booking. – Does NOT affect availability. Reservations can not be booked against a tentative group. Groups are automatically stamped as tentative until [Actions] definite is used.
  - **Definite** - Confirmed booking – Rooms attached to this booking are removed from the availability.
- **Group Stay:** The rate schedule to be used by the group. [List Values] may be used to display the options. Groups can only use rate schedules type of "group", which are defined in Rate Schedules screen in the Database Maintenance Menu.
  Note: When changing the rate schedule on a group for the existing delegates, from the reservation screen [Quick] into Rate Schedule and type the new rate schedule. Also be sure to check the Multiple Rate Schedule record.
- **Early Arrival:** If any delegates attached to this group master wish to arrive before the group's arrival date, type the number of nights and attach the rate schedule to be used for those nights. [List Values] may be used to list the rate schedules to be attached.
  Note: Room nights booked during the early arrival period are not included in the group pickup. If reservations are booked which use the early arrival or extended stay, the multiple rate schedules window in each of the reservations reflect the rate changes.
- **Extended Stay:** If any delegates attached to this group master wishes to leave after the group's departure date. Type the number of nights and attach the rate schedule to be used for those nights. [List Values] may be used to list the rate schedules to be attached.
  Note: Room nights booked during the extended stay period are not included in the group pickup.
  Note: If delegates are departing after the group master, be sure that the group master checkout date covers the total number of nights including these extended nights.
  Note: If reservations booked use the early arrival or extended stay, the multiple rate schedules window in each of the reservations reflect the rate changes.
- **Golf only:** "Y" indicates that this group master is only being used for the golf package. "N" indicates the group is a regular group or is a golfing group with rooms.
- **Overbook:** Type "Y" to allow for users to be able to overbook the commitments. This is used in the rooming list entry screen only.
- **Rate Suppress:** Type "Y" to suppress the rate from printing on guest registration cards and folios.
- **Check-in:** Date the group master is to be checked-in. The system automatically checks in the group master during Night Audit. It is possible to select to check-in the master before the arrival date. This is done in the instance of wanting to post any charges prior to the group's arrival.
  Note: To check in a group prior to night audit can be accomplished by pressing [Actions] and selecting Checkin Master.
- **Checkout:** Date the group master is due to checkout. The system automatically checks-out group masters during Night Audit. This gives the hotel the opportunity to post charges after the group departs. If any delegates are on an extended stay attached to both the group allotment and rate schedule this date must cover the total number of nights. The number of days automatically defaults to the selected number in the Group window of the Hotel Options screen in the Database Maintenance Menu.

3. Press [Quick]
4. The system prompts for the Group Address
   - **Group Name:** The group name or description. This is not the group code.
   - **Company:** The company making the group reservation. This is not a required field.
   - **Address:** Address of either the company or the group
   - **Delegate Address:** Type "Y" if the group address is to be copied into each delegate's address.

- **Player Addr:** Type "Y" if the group address is to be copied into each golfer's address.
5. Press [Exit]. The system prompts for the Group Settlement.
    - **Group Settlement:** The form of payment the group uses to settle the folio. If the group master is to be a City Ledger account the A/R account number must be typed here. To find an existing A/R account number, press [Enter Query] and type the company name, press [Execute Query] and select the correct A/R number.
    - **Posting Status:** 'P' OK to post to group master 'N' No posting allowed
    - **Delegate Settlement:** The form of payment each delegate settles the charges not covered by the group.
    - **Posting Status:** 'P' OK to post to delegate folios 'N' No posting allowed
6. Press [Exit]. The system prompts for the Marketing Information. [List Values] may be used to list the options in all of the following fields. All of these fields copy to each delegate reservation made under this group.
    - **Source:** Source of the business.
    - **Market:** The market segment of group business.
    - **Region:** The region from which the reservation was made.
    - **Stat 1 / Stat 2**: Both stat 1 and 2 are fields for the hotel to gain statistical information.
    - **VIP:** Code identifying VIP status of the group. This is not a required field.
    - **COMP:** Possible to define the complimentary status of the group. This is not a required field.
    - **Club 1 / Club 2:** Used for the hotel to gain statistical information with reference to club member usage at the hotel. This is not a required field.
    - **Note:** Some of these fields in the marketing window may be mandatory depending on the set up in the Statistics window of the Hotel Options screen in the Database Maintenance Menu
7. The Miscellaneous Information window is part of the Marketing Information window.
    - **Group Type:** Type of group i.e.: Airline crew, Doctors etc.
    - **Housing By:** The method used to make the reservations: individual call in, rooming list, housing bureau.
    Note: The Housing By field affects Central Reservations only. If rooming list or housing bureau is selected, then Central Reservation agents are not able to book reservations with this group.
    - **Confirmation:** Whether to send a confirmation for the reservations.
    - **Tax Exempt ID:** This field is used for groups with tax-exempt certificates.
    - **Arriving Flight:** Delegates arrival flight number and time.
    - **Departing Flight:** Delegates departure flight number and time
8. Press [Exit]. The cursor moves to the Special Services window
    - **Code:** These special services copy to each individual delegate. Use [List Values] to look up the options.
    - **Chrg:** If there is a charge associated with the Special Service this column defaults to "Y". This variable can be changed to "N" and the group is not charged for the service.
    - **Description:** Description of the requested service.
9. Press [Exit]
10. Press [Quick] and type "DR" to go to Deposit Request
    - **Due Date:** When is the deposit due for the group
    - **Request Amount:** How much is expected to be paid by the group
    - **Description:** What is the deposit being used for
11. Press [Quick] and type "RC" to go to Remarks/Comments
    - **Remarks:** The remarks print on the registration cards, and the guests do see them.
    - **Comments:** These are internal comments used to communicate between departments
    Note: Remarks attached in the group master screen are attached to the delegates.
12. Press [Quick] and type "AN" to go to alternate names

- **Alternate names:** They are used when the group can be referred to as something else. For example the Smith/Barnes wedding may be listed under both names so the group could be found with ease without having to know the last name of both parties.

13. Press [Quick] and type "CO" to go to contact.
    - **Contact Type:** Each group may have a designated contact. They may have more than one depending on their group, possibly an accounting or leader contact
    - **Contact Name:** Type the contact's title and last name
    - **First Name:** Type the contact's first name
    - **Address:** Type the contact's address, if different than the group's address
    - **Telephone/Ext:** Type the contact's telephone if different than the group's address
      Note: Several contacts can be made and kept in history

14. Press [Quick] and type "CH" to go to Contact History
    - **Date:** This is the date contact was made with the group
    - **Contact Name:** Name of the person within the group who was contacted
    - **Contacted By:** The person from the property who actually contacted the group
    - **Subject:** What the contact was in reference to
    - **Free form field:** If the subject field is not large enough there is a free form field used to give more details

15. Press [Quick] and type "TD" to go to Trace Dates
    - **Trace Date:** A date attached to the group with the idea in mind to do something by that date
    - **Title:** The item that needs to be accomplished
    - **Accomplished:** The date the title item was accomplished
    - **Free Form Text field:** This field is used to describe at length the item to be accomplished.

16. If there are any charges that the Group Master is paying for the group delegates then a billing pattern must be attached to the group. To access the Billing Pattern window, Press [Quick] and type "BP" for billing pattern. Billing patterns are setup in Billable Charges Pickup Patterns in the Database Menu. The transaction codes for all group charges need to be added by the DBM code, the RCC code, the department code, or by line item. Items can also be deleted the same way.

- **Code:** This is a free form area to type in a code whereby the user can recognize the inclusive charges on the billing pattern.

- **Default:** Whether this Billing Pattern should be automatically added on each delegate's reservation. This field can be changed in each reservation if need be.
- **DBM Code:** [List Values] may be used to list the options. Group pickup patterns are displayed. These were created in the Database Maintenance Menu.
- **RCC:** Revenue Class codes are those codes that combine like types of revenue such as beverage, food, and miscellaneous. These codes are set up in transaction codes.
- **Dpt:** The transaction codes department number. Specific departments may be selected to add to the billing pattern. For example, if the group master were to pay for laundry, the department for laundry would be selected and all the sub-departments would be attached to the billing pattern.
- **Copy:** Type "Y" to copy the charges listed below to another date
  Note: Be sure to run the group charge pickup rebuild process (**grpchrb**) when modifying a group pickup pattern to existing groups in house.

17. Press [Quick] and type "TA" to go to Travel Agents.
    - **IATA Number:** Type in the travel agents number to be attached to this group
    - **IATA Agent:** Type in the agent number to be attached to this group
    - **IATA Nights:** This field is automatically populated by the system.
      Note: These fields are used for tracking purposes only.
18. Press [Quick] and type "CF" to go to Commercial Firm
    - **CFT Number:** Type in the commercial firm tracking number to be attached to this group
    - **Travel Coordinator:** Type in the travel coordinator to be attached to this group
      Note: These fields are used for tracking purposes only.
19. Press [Quick] and type "GC" to go to Group Commitments.

- **Date:** The group's arrival date is the default. This represents the date that commitments are being placed against. In order to see all dates with rooms committed place the cursor in the field and press the up or down arrows.
- **Copy From:** The group's arrival date is the default. This date can be altered in order to accommodate the copy feature.
- **Copy To:** The group's departure date is the default. This date can be altered in order to accommodate the copy feature.
- **Accom:** [List Values] displays the accommodation types available for selection for this group depending on the rate schedule.
- **Description:** A longer description of the room type is automatically populated.

- **Rooms Commit:** This is the number of rooms allocated to the group. The total number of rooms is displayed at the bottom of the screen.
- **Room Resv:** This field changes as reservations are made against the group commitments. This area must be monitored quite regularly, as any unused allocated rooms are not released into the availability automatically, unless the cutoff date is used and the cutoff process ran in cooperation with the cutoff date.
- **Persons Commit:** The number of people who can be allocated to the group. For example, if there are ten rooms being allocated, when there are going to be used for double occupancy, then twenty persons can be committed.
- **Persons Reserved:** Currently not available
- **Copy:** If the reservation is for more than one day, the commitments must be copied for each day. Type "Y" to copy.
  Note: The system jumps to availability and when overbooking it offers the opportunity to type 'Y'/'N' to allow to overbook and be able to continue.
  It is essential to availability to verify the each individual date has the correct commitments against it.

20. Press [Quick] and type "BG" to go to Block Golf
    - Once inside this quick window the golf package is being used
21. Press [Actions] and type "D" for the group to become a definite group
    Note: To change a group form Definite to Tentative, press [Actions] and type "T". A group starts out tentative and can only go back to definite with no reservations made against it.
22. Press [Save].

Canceling A Group Master
1. From the Main Menu, select Group Processing
2. Select Group Master
3. Type the group code or use [Enter Query] to find it
4. Press [Actions] and type "C" for the group to be cancelled
5. Fill in the following fields
    - **Cancellation Number:** Press [Enter] and the number is created by the system
    - **Date:** The date the group master is cancelled. This field is populated by the system
    - **Cancelled By:** Who called to cancel the group
    - **Cancellation Code:** Use [List Values] to see the different cancellation codes
    - **Reason:** This is a free form text field to give a more detail explanation
    - **Return the Group Master Deposit:** The cursor moves to this field only when there is an advanced deposit already posted to the group. When typing "Y" the screen asks the agent for the address to where the refund should be sent. Press [Exit].
    - **Return Delegate Deposits:** When typing "Y" the screen asks the agent for the address to where the refund should be sent.
6. Press [Save]
7. The message "Do you wish to cancel this Group Master at this time? (Y/N)" appears. Type "Y".
    Note: To view the cancellation number for a group, once in the group master screen press [Quick] and type "CA"

Group Move
This is used when a group master is to be moved from one hotel to another, or to change the arrival and departure dates
1. From the Main Menu, select Group Processing Menu
2. Select Group Master
3. Type the group code or use [Enter Query] to find it
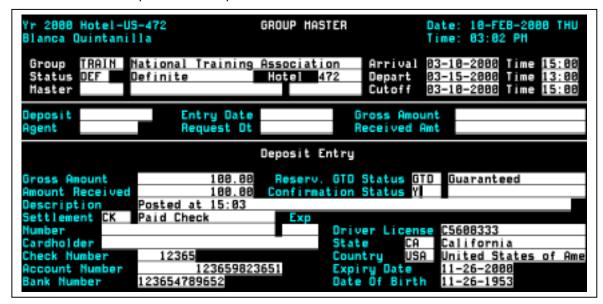
4. Press [Actions] and type "M" for group move. An existing group may need to alter their dates after it has already been saved. Move can alter the dates of the group as well as the hotel it may be assigned.
5. At the New Hotel field, type the hotel where the group is moving. If the group is not moving to another hotel, press [Enter].
6. At the New Arrival Date, type the new date the group should arrive. If the group is not changing the arrival date, type the original arrival date
7. If the group is moving hotels, press [Exit]. When moving the arrival date, press [Next Block]
8. The following message is displayed "Do you wish to process the Group XXX now? Type "Y".

Copying A Group Master
1. From the From the Main Menu, select Group Processing Menu
2. Select Group Master
3. Type the group code or use [Enter Query] to find it
4. Press [Actions] and type "A" for all copy. The group already set up can be copied to a new group with different arrival and departure dates. The group master being copied cannot have overlapping dates with the new group master.

Advance Deposits
To add an advance deposit to a Group Master:

1. From the Main Menu, select Group Processing Menu
2. Select Group Master
3. Type the group code or use [Enter Query] to find it
4. Press [Actions] and type "P" for deposit. Within this screen it is possible to add, modify, cancel, or display a deposit.
5. Type "A" to add a deposit
6. Fill in the screen
   - **Gross Amount:** This is the total amount due.
   - **Amount Received:** This is the amount the property receives after commissions. The Gross amount and the Amount Received can only be different when the group has a travel agency attached.
   - **Description:** The time the deposit is posted is mapped in, but it can be typed over if necessary.
   - **Settlement:** This is the settlement used to pay for the deposit

- **Number:** This the credit card number. This field is required when using a credit card as a settlement
- **Exp:** The credit card expiration date
- **Cardholder:** The name of the credit card holder
- **Check Number:** This is used when the settlement type y a check
- **Account Number:** This is the account number on a personal check
- **Bank Number:** This is the bank routing number on a personal check
- **Drivers License:** This is required when paying with a personal check
- **State:** This is the state where the drivers license was issued
- **Country:** This the country were the drivers license was issued
- **Expire Date:** The driver's license expiration date
- **Date of Birth:** The date of birth of the person writing the personal check
- **Reserv. GTD Status:** Whether the group reservation status is GTD or NGTD
- **Confirmation Status:** Whether a confirmation should be sent out to the group.
7. Press [Save].

Rooming List Entry
Agents use this program to set up individual reservations for delegates associated with a specific group. Delegates and available room rates can be displayed from this menu option.
1. From the Main Menu, select Group Processing Menu
2. Select Rooming List

- **Group:** To start the input of the rooming list the Group Master must be accessed. Either use [Enter Query] to find the name or type the Group Code and the arrival date.
- **Seq:** This field is a numeric value that serves as a counter for the number of reservations that are created.
- **SW:** This field to used to create sharewiths. To create a sharewith the sequence numbers are used in this column to link the reservations.
  Note: The sharewith link must be made before the second delegate name is entered
- **Arrival:** The arrival date of the delegate. The system defaults this to the arrival date of the group master. Typing over it may change this, once a change has been made, that change becomes the default for the additional delegates created in the rooming list.
- **Depart:** This is the departure date of the delegate. The system defaults to the checkout date of the group master. The departure date may be changed is necessary.

- **Accom:** By using [List Values] all possible accommodation types are listed. This information is extracted from the rate schedule. Only those accommodations selected in the group commitments are valid for the group.
- **Delegate/Guest Name:** This field is for the delegate name. It is suggested that the standard be title (Mr., Ms., etc), last name, first name as this does create a guest reservation and can be accessed in the reservations or registration menus.
- **Ad/Yt/Ch:** As in the reservation menu, this is for the number of adults, youth, and children that will be occupying the room.
- **Bill Patt:** If there is a billing pattern attached to the group and it is set as the default, the field populates automatically. If the particular delegate should not have the billing pattern, once the cursor is in the column, press the space bar to remove it.
  Note: To view delegates or rate schedules that are a part of the group master press [Actions] and type "D" or "G" accordingly.
  Note: To view group delegates from the Group Master screen, press [Actions] and type "L".

Group Checkin/Block Rooms

This program allows the user to quickly register, pre-block, and unblock rooms for all or a specific delegate of a group. More than one group can be worked on at one time.

1. From the Main Menu, select Group Processing

```
Yr 2000 Hotel-US-472          GROUP CHECK-IN          Date: 10-FEB-2000 THU
Blanca Quintanilla                                    Time: 03:15 PM

Group                    (1 of 1) Arrival      Depart      Status
TRAIN  National Training Associa 03-10-2000 03-15-2000 DEF  Definite


Reg/Preblock/Unblock (R/P/U)  R   Include Vacant/Dirty Rooms (Y/N) N
All Delegates (Y/N)           Y   Wing Code(s)     WWTW
Allow Delegate Posting (P/N/I)P   Floor(s)            1
Print Delegate Report (Y/N)   Y   Room Feature(s)ELEV
Printer   DESK1  Front desk prin  Start Room             End Room

Y/N Post Group  Room   Gst Nbr Name                 Arrive Dt City, State
```
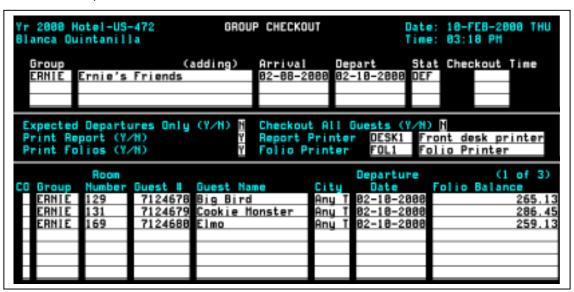
2. Select Group Checkin/Block Rooms
- **Group:** Type the group code(s) and arrival date(s) for the group(s) to be blocked, unblocked or registered. If the group code is not known use the [Enter Query] to search by the name. If desired more than one group can be worked on at a time, type the group code.
- **R/P/U:** Whether the delegates are being registered (R), pre-blocked (P), or unblocked (U).
- **All Delegates:** Type "Y" to apply the selected function to all delegates in the groups or "N" to apply the selected function to particular delegates in the specified groups.
- **Allow Posting**: This field controls the posting privileges to be distributed among the delegates. Choosing "P" allows postings to all delegates, "N" does not allow posting privileges for any delegates, and "I" allows posting privileges for specific delegates.
- **Print Delegate Report:** Answering "Y" prints a delegate report for either the rooms block or checked-in. If any delegates did not get a room assignment, an exception report prints

- **Printer:** The printer code to where the report should print.
- **Include Vacant/Dirty Rooms:** This option allows vacant, dirty rooms to be included as possible rooms for the group delegates.
- **Wing Codes:** These are codes that are property defined, identifying up to five specific wings where the rooms are located. The default is blank (allowing for all wing codes) and [List Values] may be used to list the options.
- **Floors:** Numbers identifying up to five floors that rooms are to be selected from. The default is blank, allowing assignment from all floors. [List Values] may be used to list the options.
- **Room Feature:** Codes that are property defined which identify up to five specific features that may be important for the group delegate room assignment. The default is blank, allowing assignment from all features. [List Values] may be used to list the options.
- **Start Room:** A specific range of rooms may be selected by using the Start Room / End Room option. The default is blank, and [List Values] may be used to list the options.
- **End Room:** This is a required field is an option is entered in the Start Room block.

3. Press [Save] to process the group

Group Checkout

Agents can check out all or specific delegates in several groups at the same time. In addition, an automatic checkout time feature is available to designate the time to automatically checkout group delegates whose departure date is the same as the system date. Associated folios may also be printed. The Actual Departures report is used to assist agents in locating and settling after-departure charges. If the system is unable to check out any group delegates based on the agent's selection the Group Checkout Exception report is automatically printed.

1. From the Main Menu, select Group Processing Menu
2. Select Group Checkout

- **Group:** Type the group code(s) and arrival date(s) for the group(s) to be checked out. If the group code is not known press [Enter Query] to search by the name. To use the automatic checkout time feature, type the desired time to automatically check out all associated delegates.

- **Expected Departures Only:** Type "Y" to display only expected departures associated with these groups, or type "N" to display all delegates associated with these groups.
- **Check Out All Guests:** Type "Y" to check out all delegates in the specified group, or type "N" to only check out specific delegates in these groups. If "N" is typed the applicable delegates appears in the bottom block.
- **Print Report:** This refers to the Actual Departures report and the Group Checkout Exceptions Report.
- **Print Folios:** This prints the group delegate "C" folios (those charges that hare being paid for by the group master).

3. Press [Save] to process the group checkout

The following screens are currently unavailable:
- Modify Group Delegates
- Group Block W/O Reservations
- Enter Delegate Names in Group Block
- Group Batch Posting
- Group Withdraw Checkout
- Group Transfer to Master

Group Processing Reports

Allotment Overview
This report displays an overview of group and total house inventories. Information includes group rooms committed and reserved, total rooms sold, out-of-order and off market rooms, and occupancy percentage. This report is helpful in tracking sudden changes in group rooms.

Process Code: allover
Prompts available for this report:
⇒ Start Date
⇒ End Date
⇒ Accom Class

Availability Analysis
This report lists group information including codes, arrival and departure dates, booking details, cutoff dates sales managers, and rate data.

Process Code: altanals
Prompts available for this report:
⇒ Group Code
⇒ Group Status
⇒ Report Type
⇒ Start Date
⇒ End Date
⇒ Sort Order

Charge Pickup and Charge Pickup Rebuild
The **Charge Pickup** (**grpchrpt**) report lists billing patterns for a specific group or all groups. It may be used to determine which charges the group has agreed to pay for their delegates and to verify that billing patterns were built correctly.
The **Charge Pickup Rebuild** (**grpchrb**) process, which is not a report, should be run only when a billing pattern is changed and it is necessary to affect all group delegates involved.

Process Codes: grpchrpt and grpchrb
Prompts available for this report:
⇒ Report Option (specific group, today's arrivals, in-house groups, both, or future dates)
⇒ Group Code
⇒ Arrival Date
⇒ Pickup Code

Contact History
This report lists all contact information entered on each group record. It can be used to view when a group was contacted as well as the information discussed with the group.

Process Codes: grpctrpt
Prompts available for this report:
⇒ Start Date
⇒ End Date
⇒ Salesperson
⇒ Group Status
⇒ Contact Date
⇒ Sort Order
⇒ Page Break on Salesperson

Cutoff Date Report and Cutoff Clear Report
The **Cutoff Date** (**grpcutof**) report displays groups that have reached their designated cutoff date. It helps reservation agents determine when and if group rooms should be released back into house inventory. The **Cutoff Clear** (**gpcutoff**) report is a process that automatically clears these rooms without giving agents the option to view them first.

Process Codes: grpcutof and gpcutoff
Prompts available for this report:
⇒ Group Code
⇒ Sales Person
⇒ Start Date
⇒ End Date
⇒ Sort Order

Daily Group Commitments
This report lists the number of group rooms originally committed as well as those currently committed by date. It is commonly used to monitor the pickup of group commitments and to verify that commitments are not being held unnecessarily.

Process Code: grpdlycm
Prompts available for this report:
⇒ Status
⇒ Start Date
⇒ End Date
⇒ Accom Class
⇒ Sort Order

Delegate List
This report displays group delegates, room information, statuses, arrival and departure dates, special services, and room rate information. It is helpful to group leaders as well as to the Front Office department, particularly when it comes to bus tours or large groups.

Process Code: grpdelgt
Prompts available for this report:
⇒ Group Code
⇒ Arrival Date
⇒ Start Date
⇒ End Date
⇒ Accom Class
⇒ Report Type
⇒ Print Rate
⇒ Sub Total
⇒ Print Guest Folio Balances
⇒ Sort Order

<u>Deposit Request</u>
This report displays all groups requested to send a deposit. Information includes group codes, group names, arrival and departure dates, deposit due dates, requested amounts, and amounts received.

Process Code: grpdep
Prompts available for this report:
⇒ Start Date
⇒ End Date
⇒ Salesperson
⇒ Group Code
⇒ Group Status
⇒ Sort Order

<u>Group Delegate 'C' Folios</u>
This process prints group delegate C folios. Pre-printed forms may be used.

Process Code: grpcfol
Prompts available for this report:
⇒ Group Code

<u>Group Block Balance</u>
This process balances the inventory for room types, which are overbooked within a group. When the process is complete a report is printed. It is recommended that this process be run once a day (sometimes more depending on the group business) to help balance inventory reports.

Process Code: gpblkbal
Prompts available for this report:
⇒ Group Code
⇒ Arrival Date
⇒ Start Date
⇒ End Date
⇒ Clear Excess Committed

<u>Group Code List</u>
This report lists information on groups including group codes, arrival and departure dates, sales people, cutoff dates, and commitment details. It is used to review groups booked for a specific date or date range.

Process Code: grplist
Prompts available for this report:
⇒ Status
⇒ Salesperson
⇒ Report Type
⇒ Start Date
⇒ End Date
⇒ Sort Order

Group Master Balances
This report lists information on guests' C folios and any charges posted directly to the group master. Information includes room numbers, names, group codes, arrival and departure dates, billing details, and current balances. Group leaders can use this report to view the amounts on the master bill if the group has not yet been transferred to A/R.

Process Code: grpbal
Prompts available for this report:
⇒ Group Code
⇒ Arrival Date
⇒ Sort Order
⇒ Subtotal on Billing Code

Group Information Report
This report is a master list of all group information for a specific date or date range.

Process Code: grpinfo
Prompts available for this report:
⇒ Group Code
⇒ Salesperson
⇒ Status
⇒ Date Selection
⇒ Start Date
⇒ End Date
⇒ Sort Order

Master Transaction
This report lists all transactions made for groups on a specific date or date range.

Process Code: grptrans
Prompts available for this report:
⇒ Group Code
⇒ Start Date
⇒ End Date
⇒ Order Changes By (change type or time logged)
⇒ Sort Order

Over/Under Allotment
This report shows group commitment information including group codes, names, statuses, cutoff dates, arrival dates, and commitment details. This report is used by the Sales Department to monitor the group reservations and manage the group commitments.

Process Code: grpblock
Prompts available for this report:
⇒ Group Code
⇒ Start Date
⇒ End Date
⇒   Oversold Only
⇒   Sort Order

Room Nights Summary
This report displays a summary of all group rooms committed for a specific date or date range.

Process Code: dtgrprpt
Prompts available for this report:
⇒ Begin Arrival Date
⇒ End Arrival Date
⇒ Group Status
⇒ Sort Order

Sales Buildup
This report displays group commitment totals by date to determine the number of group rooms booked for a specific date range. It also lists sales personnel totals in order to track group bookings.

Process Code: grpsales
Prompts available for this report:
⇒ Start Date
⇒ End Date
⇒ Subtotal by Group Type

Trace Dates
This report displays all group masters that have trace dates entered on their record. Trace dates are used as reminders to contact groups on a later date.

Process Code: grptrace
Prompts available for this report:
⇒ Start Date
⇒ End Date
⇒ Salesperson
⇒ All Trace Dates
⇒ Include Remarks
⇒ Include Comments
⇒ Comment Type
⇒ Sort Order
⇒ Page Break

Group Check-In Exception Report
This report is automatically generated if there are exceptions in the Group Check-In program. It lists any delegates that were not checked in and the reasons why they were not checked in.

Process Code: grpciex
Prompts available for this report:
⇒ None